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ABSTRACT

A communication audit (questionnaire) of the First Baptist Church of Pittsburgh was undertaken to help discern the attitudes and beliefs of the congregation about a number of issues and church practices. The goal of the audit team was to: (1) identify the strengths and weaknesses of the Sunday morning worship service; (2) assess the performance of ministers; and (3) seek information about denominational associations, memberships and support, publications, and church office staff. Additionally, background information about the members of the First Baptist Church was obtained as well as views of current issues and opinions about the use of the church building by outside groups. Data compiled from a large sample of church members (108 individuals returned the questionnaires) identified areas of general concern to the congregation. (Nineteen tables of data are included with corresponding analyses of statistically significant patterns.) (KEH)

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The First Baptist Church of Pittsburgh:

Attitude Assessment Study

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TABLE OF CONTENTS

PAGE

INTRODUCTION 1

OVERVIEW OF THE REPORT 2

I. THOUGHTS ABOUT SUNDAY MORNING WORSHIP 4

Table 1 (What the congregation thinks about the music of the Sunday morning worship service) 4
Table 2 (Appropriate selection of hymns) . . . 5
Table 3 (Oratorios and pageants) 6
Table 4 (Temperature of the church in the summer) 6
Table 5 (Temperature of the church in the winter) 7

II. WORD AND ATTITUDE CONCEPTS 9

Table 6 (Word and attitude concepts) 9
Table 7 (Gay Rights) 11
Table 8 (Sexual Freedom) 11
Table 9 (Abortion) 12
Table 10 (Conservatives) 13

III. EVALUATION OF THE MINISTERS 14

Table 11 (Evaluation of Nathan Williams) . . . 14
Table 12 (Evaluation of Thelma Mitchell) . . . 16

IV. PUBLICATIONS 18

Table 13 (Monthly newsletter) 18
Table 14 (Quarterly Financial Reports) 19
Table 15 (Church Bulletin) 20

V. DENOMINATIONAL ASSOCIATIONS 21

Table 16 (Denominational Associations) 21

VI. CHURCH OFFICE 22

Table 17 (Church office) 22

VII. MISCELLANEOUS INFORMATION ABOUT THE CONGREGATION 23

Table 18 (Demographic information) 23

VIII. USE OF CHURCH BUILDING BY OUTSIDE GROUPS . . . 26

Table 19 (Use of church building by outside groups) 26

INTRODUCTION

The communication audit (questionnaire) of the First Baptist Church of Pittsburgh was undertaken to help discern the attitudes and beliefs of the congregation about a number of issues and church practices. It was the goal of the audit team to identify the strengths and weaknesses of the Sunday morning worship service, performance of ministers, denominational associations memberships and support, publications, and church office staff. In addition, the audit team wanted to learn about the members of the First Baptist Church--what feelings they hold toward current issues, what they think about the use of the church building by outside groups, and what backgrounds each member has.

In order to interpret this data accurately, it is necessary to keep the following items in mind.

Nature of the Data:

We are dealing with perceptual data. Our information was gathered using a pen and pencil questionnaire. Therefore, we describe how members perceive what goes on at the First Baptist Church. **This may or may not be an accurate description of what actually happens within the organization. However, it is important to understand that the way people perceive a situation serves as the basis for their own actions within that situation.**

This information comes from a large sample of church members. One hundred and eight (108) people returned questionnaires. However, not all members were surveyed.

Analysis of the Data:

As with most analyses, results show that there are a wide range of responses to any given question. In almost all cases, responses were reported for every possible answer to each question. Therefore, each conclusion drawn needs to be interpreted with due regard to the tendency for variability in the responses. We have, however, identified areas of general concern to the First Baptist Church through our analysis of the data.

Test of the Data:

A number of statistical tests were conducted on the raw data. Our methods include:

1) Frequency counts are the number of people that responded in a similar way to each question.

2) Means are the average score of a question. The closer the mean is to one (1), the more the congregation strongly agrees with the assertion made in the question. The closer the mean is to five (5), the more the congregation strongly disagrees with the assertion made in the question.

3) Percentages are constructed by taking the number of people who responded in a similar way dividing that number by the total number of people who responded.

4) The analysis of variance test is an analysis to determine the significance of rating differences between groups in the congregation. In this survey, 132 different analyses were run. The 11 groups were tested for differences given the following variables:

1. Age
2. Religious convictions
3. Political convictions
4. Where the respondent was raised
5. Total number of children in the family that they grew up in
6. Church membership
7. Length of time that they were associated with the church
8. How they contribute financially to the church
9. How far they travel to church
10. How they travel to church
11. Sex of the respondent

Significant differences between groups are reported in the various sections of this report.

Notation of the Reported Data:

To save space in the tables presented throughout this report, a specific set of notation was developed. The notation used in the following tables is SA (Strongly Agree), A (Agree), N (Neither Agree nor Disagree), D (Disagree), SD (Strongly Disagree), and Missing (these are the number of people who left the question blank).

OVERVIEW OF THE REPORT

This report focuses on eight major areas that are described briefly below.

I. Thoughts about Sunday Morning Worship:

This section highlights information about the congregation's attitudes toward various aspects of the Sunday worship service.

II. Word and Attitude Concepts:

This section shows what attitudes the congregation has toward various current issues.

III. Evaluation of the Ministers:

Perceptions of how well Nathan Williams and Thelma Mitchell preform their job duties are discussed.

IV. Publications:

Feelings about the Newsletter, Quarterly Financial Statements, and the Church Bulletins are described.

V. Denominational Associations:

This section focuses on what members think of the First Baptist Church belonging to the Pittsburgh Baptist Association and whether the First Baptist Church should support the National Council of Churches and the World Council of Churches.

VI. Church Office:

This section concentrates on the ability of congregation members to communicate with the church office. Specifically, the courtesy and promptness of the church office is examined.

VII. Miscellaneous Information about the Congregation:

Background information about each member (e.g., age, religious convictions, type of dwelling, and so on) are reported.

VIII. Use of Church Building by Outside Groups:

This section reports whether the congregation approves of the First Baptist Church allowing various outside groups to use the church.

I. THOUGHTS ABOUT SUNDAY MORNING WORSHIP

Overview of the Findings:

Most of the congregation was pleased with the Sunday morning worship. The topics covered in this section are 1) music, 2) temperature of the church, 3) Communion, 4) ability to hear the service, 5) coffee hour, 6) responsive readings and prayers, and 7) ability to understand the order of the worship.

Music:

Several questions were asked concerning the selection of hymns, choir singing, and hymnals. Table 1 shows the results.

TABLE 1

WHAT THE CONGREGATION THINKS ABOUT THE MUSIC OF THE SUNDAY MORNING WORSHIP SERVICE

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
1. I can usually follow and sing along with the hymns.	42	36	14	7	4	5	1.98
3. Over the course of a year, we usually have an appropriate selection of hymns.	21	33	21	21	9	3	2.66
9. I usually enjoy the anthems the choir sings.	46	26	16	13	5	2	2.10
10. I prefer vocal solos and duets instead of choral numbers.	6	13	50	27	11	1	3.22
11. I enjoy the oratorios and pageants presented by the choir.	31	21	19	17	15	5	2.65
12. I like the Red (UCC) Hymnal.	26	33	28	13	5	3	2.41

From the data, it is clear that most respondents (76%) thought that they could following and sing along with the hymns and most respondents (56%) like the red (UCC) Hymnal. Further, most respondents (68%) enjoy the anthems the choir sings.

Question 10, with a mean of 3.22, indicates that more members of the congregation (36%) favored choral numbers than vocal solos (18%). However, a large portion (48%) thought that they did not have enough information to respond or that they did not favor one over the other.

The data from questions three and 11 suggest that the congregation varied greatly in their responses. Because of this wide variance, additional analyses of variance were conducted to determine if there was any significant relationship between the groups who responded. Differences were searched for on the basis of demographic variables reported in the introduction of this report.

Statistically significant results were found between groups for question number three on the variables age, church membership, and sex. Table 2 shows these results. Statistically significant results were also found between members and non-members on how well they enjoy the oratorios and pageants presented by the choir. Table 3 shows the results of question 11.

TABLE 2

APPROPRIATE SELECTION OF HYMNS

Variable	Category Name	Number of Responses	Mean
Age	under 25	16	3.3
	26-40	13	3.4
	41-65	30	2.4
	66-75	20	2.5
	over 75	21	2.4
Church Membership	Member	75	2.8
	Non-member	26	2.2
Sex	Male	39	3.0
	Female	60	2.4

From the data in Table 2, it seems that those respondents who were younger (40 and under) did not like the selection of hymns as much as those who were older (41 and up).

Non-members of the church seem to like the selection of hymns more than members.

Finally, females also tended to respond more favorably than did males by saying that they thought the selection of hymns were appropriate.

TABLE 3

ORATORIOS AND PAGEANTS PRESENTED BY THE CHOIR

Variable	Category Name	Number of Responses	Mean
Church Membership	Member	74	2.9
	Non-member	27	2.Ø

From the data in Table 3, non-members seem to enjoy the oratorios and pageants presented by the choir more than the members of the church.

Temperature of the Church:

Three questions were asked concerning the temperature of the church. Table 4 lists these results.

TABLE 4

TEMPERATURE OF THE CHURCH

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
5. In the summer, the temperature of the church is about right.	43	43	16	3	2	1	1.86
6. In the winter, the temperature of the church is about right.	15	34	23	27	7	2	2.78
7. In the past, I have stayed home because of the temperature in the church building.	4	2	15	23	57	7	4.26

From the data in Table 3, most respondents (80%) reported that they thought the temperature of the church was about right in the summer time. Also, question seven indicates that most respondents (79%) did not stay at home, because of the temperature.

Question number six had a wide range of responses, therefore, additional analysis was conducted using the demographic variables. Table 5 contains the results of this analysis.

TABLE 5

TEMPERATURE OF THE CHURCH IN THE WINTER TIME

Variable	Category Name	Number of Respondents	Mean
Place you were raised	Country	18	2.9
	Small town	28	2.3
	Suburb	10	3.2
	City	45	2.9

From the data in Table 5, the respondents that lived in a small town reported that they liked the temperature of the church in the winter time more than those who lived in the suburb. However, these findings may be negligible, because only ten respondents were from the suburb and those from the suburb only slightly disagreed with the temperature. In fact, their scores were close to three (3) which means that they may have not had enough information to make a sufficient judgment.

Communion:

One question was asked on the importance of the Lord's Supper (Communion). The question read:

2. The Lord's Supper (Communion) is very important to me.

Results showed that 76 respondents strongly agreed, 18 agreed, 9 neither agreed nor disagreed, 2 disagreed, and 2 strongly disagreed. The mean of this question was 1.47, which suggests that most of the congregation thinks that the Lord's Supper is very important.

Ability to Hear the Service:

One question was asked on the congregations ability to hear the Sunday morning service. The question read:

4. I can usually hear the entire service clearly.

Results showed that 58 respondents strongly agreed, 24 agreed, 11 neither agreed or disagreed, 11 disagreed, and 1 strongly disagreed. The mean for this question was 1.75, which suggest that most people agreed that they could hear the service fine.

Coffee Hour:

One question was asked concerning the coffee hour. The question read:

8. I usually remain for the coffee hour.

Results showed that 52 respondents strongly agreed, 27 agreed, 12 neither agreed nor disagreed, 12 disagreed, and 3 strongly disagreed. The mean for this question was 1.93, which, again, suggests that most of the congregation says that they stay for the coffee hour.

Responsive Readings and Prayers:

One question was asked concerning the responsive readings and prayers. The question read:

13. I appreciate the opportunity to join in responsive readings and prayers.

Results showed that 36 respondents strongly agreed, 39 agreed, 17 neither agreed nor disagreed, 9 disagreed, and 2 strongly disagreed. The mean for this question was 2.Ø5, which suggests that most of the congregation appreciate the opportunity to join in responsive readings and prayers.

Ability to Understand the Order of the Worship:

One question was asked concerning the ability of the congregation to understand the order of the worship service. The question read:

14. I can follow and understand the order of worship.

Results showed that 57 respondents strongly agreed, 41 agreed, 7 neither agreed nor disagreed, 1 disagreed, and Ø strongly disagreed. The mean for this question was 1.55, which, once again, suggests that most of the congregation thought that they could follow and understand the order of the worship.

II. WORD AND ATTITUDE CONCEPTS

Overview of the Findings:

Results from this section show that there was normally a range of responses by the congregation for each of the 26 concepts presented. Responses range from strongly favor (SF), mildly favor (MF), neutral (N), mildly disfavor (MD), and strongly disfavor (SD). Table 6 contains the results of these 26 questions.

TABLE 6

WORD AND ATTITUDE CONCEPTS

Question #	Number of Respondents SF	MF	N	MD	SD	Missing	Mean
15. Big Companies	18	21	41	15	7	6	2.73
16. Liberals	26	31	28	7	8	8	2.40
17. Technology	47	23	23	6	Ø	9	1.88
18. Wealthy People	1Ø	16	6Ø	9	4	9	2.81
19. Welfare	19	32	32	11	7	7	2.55
2Ø. Gay Rights	8	18	34	14	26	8	3.32
21. Gun Control	45	16	19	13	8	7	2.15
22. Communism	7	2	24	21	46	8	3.97
23. Lawyers	19	21	42	14	5	7	2.65
24. Marriage	74	22	6	Ø	1	5	1.37
25. Children	73	21	9	Ø	Ø	5	1.38
26. Sexual Freedom	11	15	22	18	33	9	3.47
27. Feminism	25	38	26	6	[illegible]	6	2.33
28. Minorities	44	26	28	2	3	5	1.97

TABLE 6, CONT.

WORD AND ATTITUDE CONCEPTS

Question #	Number of Respondents SF	F	N	MD	SD	Missing	Mean
29. Military	14	27	27	16	18	6	2.84
30. Abortion	19	26	21	12	26	4	3.00
31. Drinking	2	15	33	26	26	6	3.56
32. Living together without marriage	1	10	22	27	41	7	3.94
33. Conservatives	5	26	38	16	17	6	3.14
34. Nuclear Weapons	2	13	19	21	47	6	3.96
35. Catholics	19	25	53	3	3	5	2.48
36. Jews	23	24	53	3	1	4	2.38
37. Moslems	14	18	53	12	4	7	2.74
38. Youths	55	28	18	1	1	5	1.69
39. Retired Persons	51	28	22	3	0	4	1.78
40. Public Education	78	19	5	3	0	3	1.36

From the data in Table 6, it is evident that the congregation responded across the spectrum on almost every question. However, on the questions concerning gay rights, sexual freedom, abortion, and conservatives the response was varied enough that additional analysis was required. Again, the analysis was conducted in relation to the 11 variables listed in the introduction of this report. Table 7 contains the results of the variance in gay rights.

TABLE 7

GAY RIGHTS

Variable	Category Name	Number of Responses	Mean
Place where you were raised	country	17	3.5
	small town	26	2.9
	suburb	10	2.7
	city	44	3.6

The data in Table 7 suggests that those people who were raised in the country or the city slightly disfavor gay rights, while those who were raised in a small town or suburb tended to be neutral.

TABLE 8

SEXUAL FREEDOM

Variable	Category Name	Number of Responses	Mean
Age	under 25	16	3.1
	26-40	13	2.8
	41-65	29	3.2
	66-75	20	3.7
	over 75	19	4.3
Religious Convictions	strong	49	3.8
	average	43	3.3
	weak	6	2.1
Church Membership	Member	70	3.6
	Non-member	27	3.0
Length of association with church	1 year or less	12	2.8
	less than 3 yrs	9	2.0
	3 to 7 years	11	3.3
	7 to 15 years	16	3.9
	more than 15 yrs	50	3.8

The data from Table 8 suggests, with respect to age, that those who were 40 or below tended to be neutral on sexual freedom. Those respondents 41 and older tended to disfavor sexual freedom.

With respect to religious convictions, those respondents who had strong convictions reported that they disfavored sexual freedom, while those whose convictions were weak tended to favor sexual freedom. This finding, however, is negligible, because only six respondents reported that their religious convictions were weak. Therefore, the sample was extremely lopsided and, in statistical terms, failed to meet requirements of the analysis of variance test.

With respect to church membership, those respondents who were members of the church disfavored sexual freedom, while the non-members were neutral in their feelings.

Finally, with respect to the length of time that the members were associated with the church, results suggest, generally, that the longer the respondents were with the church, the more they disfavor sexual freedom. This variable may be related to the variable of age. In other words, the older members of the church are older.

TABLE 9

ABORTION

Variable	Category Name	Number of Responses	Mean
Age	under 25	16	3.9
	26-40	13	3.0
	41-65	30	3.1
	66-75	20	2.6
	over 75	21	2.8
Religious Conviction	strong	51	3.4
	average	44	2.7
	weak	6	1.8

From the data in Table 9, with respect to age, it seem that the younger respondents disfavor abortion, while the older responds tend to mildly favor or are neutral toward abortion.

With respect to religious convictions, those who reported that they had strong religious conviction tended to disfavor abortion, while those with average and weak convictions slightly favored abortion.

TABLE 1Ø

CONSERVATIVES

Variable	Category Name	Number of Respondents	Mean
Age	under 25	16	2.5
	26-4Ø	13	3.6
	41-65	3Ø	3.2
	66-75	2Ø	3.Ø
	over 75	21	3.3
Length of Association with the church	1 year or less	13	2.7
	less than 3 yrs	9	4.1
	3 to 7 years	11	3.1
	7 to 15 years	16	3.4
	more than 15 yrs	5Ø	2.9

The data from Table 1Ø indicates, with respect to age, that those respondents who were 25 or younger slightly favored conservatives, while those who were 26 to 4Ø slightly disfavored conservatives. The other respondents tended to be neutral toward the topic.

With respect to the length of time that the members were associated with the church, the data suggests that who were with the church for less than three years slightly disfavored conservatives. The other groups tended to report that they were neutral toward conservatives.

III. EVALUATION OF THE MINISTERS

Overview of the Findings:

This is divided into two parts: first, a report of the evaluation of the Minister, Nathan Williams, is provided followed by a report of the Minister to Students, Thelma Mitchell.

Nathan Williams:

Fourteen and questions were asked concerning the performance of Minister Nathan Williams. The majority of the congregation was extremely pleased with Reverend Williams. Table 11 contains the results.

TABLE 11

EVALUATION OF MINISTER NATHAN WILLIAMS

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
41. He is loyal to Jesus Christ.	71	18	13	2	2	2	1.55
42. He is friendly toward me.	65	19	14	4	4	2	1.50
43. His loyalty to the denomination is sensible and balanced.	50	28	20	5	2	3	1.87
44. He makes frequent pastoral calls.	31	23	43	5	2	4	2.27
45. He understands and appreciates the history and the traditions of the First Baptist Church of Pgh.	50	33	19	1	1	4	1.75
46. He appreciates the traditions of other churches of the Christian family.	56	26	19	2	1	4	1.93
47. His sermons are well thought out and organized.	41	38	16	4	4	5	1.95

TABLE 11, CONT.

EVALUATION OF MINISTER NATHAN WILLIAMS

Question #	Number of Responses SA	A	N	D	SD	Missing	Mean
48. His sermons deal with important issues in responsible ways.	38	32	19	15	5	5	2.37
49. His appearance is appropriate and professional.	62	34	4	2	Ø	6	1.47
5Ø. His conduct of funerals, weddings, baptisms, and child dedications is dignified and meaningful.	65	16	22	Ø	Ø	5	1.58
51. He is effective in coordinating the staff and programs of the Church.	29	24	33	14	3	5	2.34
52. He relates well to all people, regardless of their economic, racial, or cultural background.	39	27	21	12	5	4	2.15
53. He is effective in developing the lay leadership.	23	24	36	13	6	6	2.56
54. He is a good speaker.	58	31	9	3	3	4	1.67

From the data in Table 11, it is clear that most of the congregation, most of the time, is pleased with the performance of Nathan Williams. Almost all the means fall between strongly agree and agree. This indicates a generally high rating for each question.

After the original statistical tests were conducted, it was decided that additional tests might be run to see if any groups differed on questions 51, 52, and 53. As shown above, a few respondents reported that they either disagreed or strongly disagreed on these questions. However, after reviewing the analysis of variance, it was found that groups really did not vary in any substantial way. In other words, all groups seemed to range from 1 to approximately 3. These numbers suggest that most agreed with the assertions in the questions or there was not sufficient information to make a decision.

Thelma Mitchell:

The general conclusion about the performace of Thelma Mitchell is equally favorable. Most respondents either strongly agreed or agreed with each of the thirteen questions asked. Table 12 contains the results of these questions.

TABLE 12

EVALUATION OF THELMA MITCHELL

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
55. She is loyal to Jesus Christ.	69	21	14	Ø	Ø	4	1.47
56. She is friendly toward me.	71	21	11	3	Ø	2	1.49
57. Her loyalty to the denomination is sensible and balanced.	37	37	28	2	1	3	1.98
58. She appreciates the traditions of other churches of the Christian family.	36	37	29	Ø	2	4	1.99
59. Her sermons are well thought out and organized.	36	26	26	1Ø	5	5	2.24
6Ø. Her sermons deal with important issues in responsible ways.	39	2Ø	31	8	3	7	2.17

TABLE 12, CONT.

EVALUATION OF THELMA MITCHELL

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
61. Her appearance is appropriate and professional.	60	39	5	1	0	3	1.50
62. She relates well to all people, regardless of their economic, racial, or cultural backgrounds.	51	29	16	5	3	4	1.85
63. She is effective in developing the lay leadership.	29	19	48	4	4	4	2.38
64. She effectively represents the First Baptist Church on the University of Pittsburgh and CMU campuses.	35	19	43	4	3	4	2.24
65. She is an effective leader of Christian Education.	38	25	33	6	3	3	2.15
66. She is a good speaker.	53	28	8	10	5	4	1.90
67. She is an important symbol of the faith and commitment of the First Baptist Church of Pittsburgh.	54	22	21	4	3	4	1.88

From the data in Table 12, most respondents rated the performance of Thelma Mitchell extremely favorable.

IV. PUBLICATIONS

Overview of the Findings:

Questions were asked concerning the newsletter, Quarterly Financial Reports, and the Church Bulletin. This section is divided into three parts: monthly newsletter, Quarterly Financial Reports, and the Church Bulletin.

Monthly Newsletter:

Most respondents (85%) reported that they read the monthly newsletter. In addition, the newsletter is thought to be informative, constructed in an appropriate style, easy to read, and delivered in a timely fashion. Table 13 contains the results of the questions asked concerning the newsletter.

TABLE 13

MONTHLY NEWSLETTER

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
71. The newsletter is informative.	63	27	13	2	Ø	3	1.56
72. I like the style of the newsletter.	59	20	21	3	1	4	1.72
73. I can easily see the typeface of the newsletter.	63	25	16	Ø	Ø	4	1.55
74. The newsletter arrives in a timely fashion.	49	27	19	5	2	6	1.86

The data from Table 13 suggest that the majority of respondents are pleased with the newsletter. All of the ratings lean toward strongly agree.

Quarterly Financial Reports:

Sixty percent of the respondents said that they read the Quarterly Financial Reports and 46 percent said that the statements were easy to understand. After the initial data analysis, it was decided that it might be useful to determine what groups tend to read the statements. Table 14 contains the results of these additional tests. To read this table, one must keep in mind that the closer the mean is to one (1), the more that group tends to read the statements. Conversely, the closer the mean is to two (2), the more that group tends not to read the statements.

TABLE 14

WHO READS THE QUARTERLY FINANCIAL REPORTS?

Variable	Category Name	Number of Respondents	Mean
Age	under 25	15	1.9
	26-40	14	1.7
	41-65	28	1.3
	66-75	20	1.1
	over 75	22	1.3
Church Membership	member	76	1.3
	non-member	25	1.9
Length of Association with the Church	1 year or less	12	1.8
	less than 3 yrs	10	1.8
	3 to 7 years	12	1.4
	7 to 15 years	15	1.5
	more than 15 yrs	51	1.2
Way respondent contributes financially to the church	making a pledge	62	1.2
	giving regularly	24	1.7
	giving occasionally	14	1.9

From the data in Table 14, it can be seen that those who are 41 and over tend to read the Quarterly Financial Statements more than younger groups.

Church members also read the statements more than non-members.

Generally, the longer a respondent is a member of the church, the more likely he or she is to read the statements.

And, finally, those respondents who said that they make a pledge to the church tend to read the statements more than those who do not make a pledge when giving financial support.

Church Bulletin:

Ninety-three percent of the congregation reported that they read the Church Bulletin. Most think the bulletin is informative, they like the style, and say that it is easy to read. Table 15 contains the results of these questions.

TABLE 15

CHURCH BULLETIN

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
76. The Church Bulletin is informative.	52	34	14	4	Ø	4	1.71
77. I like the style of the Church Bulletin.	47	34	21	2	1	3	1.82
78. I can easily see the typeface of the Church Bulletin.	56	35	13	1	Ø	3	1.61

V. DENOMINATIONAL ASSOCIATIONS

The questions were asked concerning the membership of the First Baptist Church to the Pittsburgh Baptist Association, and whether the First Baptist Church should continue financial support to the National Council of Churches and the World Council of Churches. Table 16 contains the results of these questions.

TABLE 16

DENOMINATIONAL ASSOCIATIONS

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
79. The First Baptist Church of Pittsburgh enjoys significant benefits as a member of the Pittsburgh Baptist Association.	21	14	58	7	3	5	2.58
80. The First Baptist Church of Pittsburgh should continue modest financial support of the National Council of Churches.	22	40	30	4	8	4	2.38
81. The First Baptist Church of Pittsburgh should continue modest financial support of the World Council of Churches.	23	39	29	5	8	4	2.38

Table 16 suggest that most of the congregation agreed that the First Baptist Church should remain with the Pittsburgh Baptist Association as well as continue modest financial support to the National and World Council of Churches.

VI. CHURCH OFFICE

One question was asked concerning the ability of the congregation to communicate with the church office. Two questions were asked about the courtesy and promptness of the church office. Table 17 contains these results.

TABLE 17

CHURCH OFFICE

Question #	Number of Respondents SA	A	N	D	SD	Missing	Mean
82. I find it easy to communicate with the church office.	34	35	29	3	3	4	2.10
83. I am treated with courtesy whenever I contact the church.	44	34	21	3	2	4	1.89
84. My calls or concerns are usually handled promptly by the church office.	37	34	29	1	2	5	2.00

The data from Table 17 suggests that most respondents found the church office to be helpful.

VII. MISCELLANEOUS INFORMATION ABOUT THE CONGREGATION

This section was included to provide a summary of characteristics of the respondents. Table 18 contains a summary of these results.

TABLE 18

DEMOGRAPHIC INFORMATION

Variable	Category Name	Number of Responses
Age	under 25	16
	26-40	14
	41-65	30
	66-75	20
	over 75	22
Religious Convictions	strong	54
	average	44
	weak	6
Political Convictions	strong	43
	average	54
	weak	7
Where I was raised	country	18
	small town	28
	suburb	17
	city	46
I live in	own house	58
	apartment	35
	condominium	3
	retirement home	7
	rented house	7
Number of children in the family I grew up in	1, only child	13
	2	22
	3	24
	4	18
	5, or more	26

TABLE 18, CONT.

DEMOGRAPHIC INFORMATION

Variable	Category Name	Number of Responses
Frequency of attendance to Sunday Morning Service	every week	72
	twice a month	17
	once a month	4
	once every 2 or 3 months	6
	less than 3 times a year	4
Church membership	member	76
	non-member	27
Length of association with the church	1 year or less	13
	less than 3 years	10
	3 to 7 years	12
	7 to 15 years	16
	more than 15 years	52
Financial contributions	making a pledge	62
	giving regularly, but not pledging	25
	giving occasionally	14
	I do not give	1
I regard the First Baptist Church as	wealthy	4
	upper middle class	47
	middle class	48
	poor	2
Distance of travel to church	less than a mile	22
	1 to 2 miles	20
	3 to 5 miles	17
	6 to 10 miles	26
	more than 10 miles	17
I travel to church by	riding in my own car	71
	riding with a friend	8
	riding the bus	2
	riding a taxi	5
	walking	17

TABLE 18, CONT.

DEMOGRAPHIC INFORMATION

Variable	Category Name	Number of Respondents
Transportation problems prevent me from worshiping regularly	much of the time	3
	some of the time	3
	occasionally	8
	hardly ever	28
	never	53
Sex	Male	40
	Female	61

VIII. USE OF CHURCH BUILDING BY OUTSIDE GROUPS

Ten questions were asked concerning the use of the church building by outside groups. More times than not, the congregation approved of the current users of the building. Table 19 contains a summary of these results.

TABLE 19

USE OF CHURCH BUILDING BY OUTSIDE GROUPS

Question #	Responses Approve	Neither	Disapprove
101. Therapeutic Activity Center (TAC) of Western Psychiatric Institute and Clinic.	82	17	4
102. Alcoholics Anonymous (AA).	85	16	2
103. American Association of Retired People (AARP)	92	10	1
104. Pittsburgh Council for International Visitors (PCIV)	90	11	1
105. Chinese Campus Fellowship.	73	26	2
106. The Tuesday Musical Club.	76	25	1
107. The weekly Bridge group.	68	22	11
108. Pittsburgh Peace Institute	77	19	4
109. Volunteers Income Tax Assistance (VITA)	81	20	2
110. Families and Emotions Anonymous	78	22	2